

## Introduction

Electronic Meal Ordering System (eMOS) which is implemented in KKH since 2006. Before the system was in place, meal ordering was done via manual process (filling in paper form). Four major areas of challenge were identified during the manual process: Nurses, Patient, Kitchen and Food Service Assistant (FSA). By cooperating and gathering feedback from the ground, eMOS transform into an automated software based system where inpatients meal orders are taken either through PDA, mobile computers, or computer tablets which are then received by the kitchen for meal preparation.

## Objectives

The main objective of eMOS is to provide appropriate patient's diet to speed up the recovery; eMOS was developed to achieve the following goals:

- Improve meal accountability and accuracy.
- Ensure patients are served with CORRECT diet food.
- Providing a common Platform for all involved parties to crosscheck patient get the RIGHT meal.
- Reduce patient's meal ordering time.



### Nurses

- Manual process - meal order & patients summary
- Unable to track meal status

### Patient

- Missed orders for new admitted patients
- Served with wrong meal ordered

### Kitchen

- Difficulty in reading meal forms
- Manual data entry of meal order

### FSA (Food Service Assistants)

- Search for patient summary form
- Manual verification of patient information

## Methodology

1. Understanding the current meal order operation and identifying the various user groups.
2. Performing in-depth analysis together with users, knowing their challenges faced then design a simple and tailor-made healthcare application for them.
3. In the implementation phase, we work closely with individual user groups, providing them training and professional guidance.

### • Efficiency & Productivity

- Meal order taking time is greatly reduced by 40% - from 75 mins to 45 mins
- Automatic reports (customizable)
- eMOS is in line with SAP therefore food service staff does not need to disturb nursing for new admissions/ patient discharges
- Last minute meal changes/ amendments/ admissions can be accommodated

### • Cost Saving • Environment Friendly

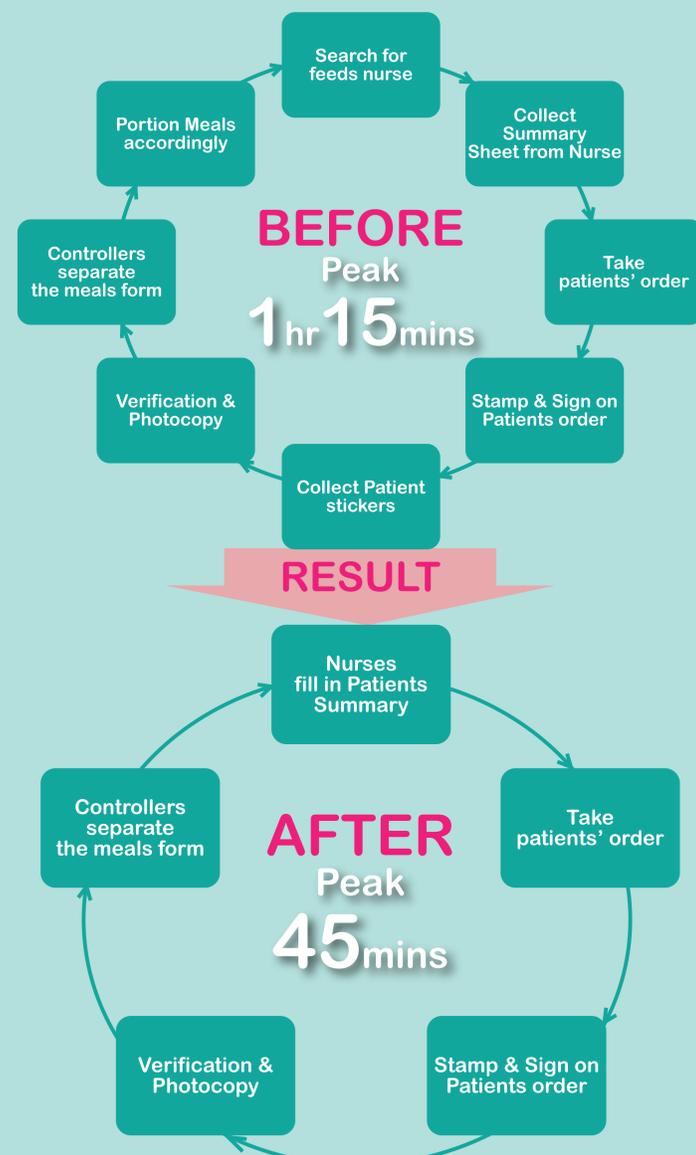
- Paperless solution
- Better meal preparation projection
- Reduced food wastage
- Reduced phone calls
- Reduced toner usage

### • Accountability & Accuracy • Minimizing Human Errors

- Minimize risk of errors (Therapeutic diets, ordering, cooking, serving)
- Interfaces with ERP's for Patient datas and invoicing datas
- Nursing staff can focus on their core responsibility which is patient care
- Billing processes are easier and more efficient than manual counting

### • Improved Patient satisfaction

- Improves patient satisfaction due to increased interaction time as well as accuracy of meal
- Increase in staff satisfaction therefore low turnover rate
- Patient feedback can be directly deployed in the system for immediate action
- Variety of menus can be offered to the patients which adds to their satisfaction



## Conclusion

Electronic Meal Ordering System (eMOS) is a simple and innovative system. The system was developed with customised design made for the different user group within the hospital.

eMOS have enhance meal ordering within the hospital to be more efficient, which leads to higher productivity and of course bringing patients' service to a higher satisfactory level. eMOS would not have been made possible without the cooperation and feedbacks gathered from the ground staff and patients.